

ORDER

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

1800.35

2/5/75

SUBJ: EVALUATION OF LOGISTICS FUNCTIONS

1. PURPOSE. The purpose of this order is to establish and prescribe guidelines for the conduct of an evaluation program by the Washington office Logistics Service to increase the effectiveness of agency-wide logistics activities in compliance with Order 1800.2A.
2. DISTRIBUTION. This order is distributed to division level in Washington headquarters, regions and centers.
3. SCOPE. This order is applicable to the evaluation of all FAA logistics activities, wherever performed, in support of agency programs at all levels.
4. DISCUSSION. Essentially, this order is concerned with the conduct of evaluations of agencywide logistics activities by the Logistics Service, Washington headquarters, to achieve the objectives as set forth in paragraph 7, herein. It is not intended that it cancel, supplant or supersede existing or planned evaluation programs of logistics functions and activities as conducted by regions and centers in their respective jurisdictional areas. For full-scale evaluation, the base for measurement of effectiveness will be the policies, orders, systems, directives, etc., issued or implemented by the Washington office Logistics Service and similar policy or directive documentation applicable to logistics activities issued or implemented by other Washington offices and services. In addition, actual performance of mission will be a basic evaluation factor.
5. DEFINITIONS.
 - a. Internal Evaluations - An evaluation of logistics activities performed by the Washington headquarters Logistics Service.
 - (1) Full-Scale Evaluation - A regularly scheduled evaluation by the Washington Logistics Service of a multiplicity of Logistics functions.

- (2) Limited Evaluation - An evaluation of a particular logistics function, or an element of a logistics function, performed by the Washington headquarters Logistics Service independently or in concert with agency, Department or other organizations with legitimate concern.
 - b. External Evaluations - Any evaluation of agency logistics activities or functions performed by an office or organization other than the Logistics Service and conducted independent of substantive participation by the Logistics Service.
6. RESPONSIBILITY. Conduct of internal evaluations will be under the direction of the Logistics Service Evaluation Officer. That officer will also exercise the liaison and coordination responsibilities required for all external evaluations of logistics activities and functions.
7. OBJECTIVES.
- a. To determine the overall effectiveness and economy of logistics programs of the agency.
 - b. To assess progress in achieving short and long term goals in support of agency goals as pertaining to logistics activities.
 - c. To assess the adequacy and evaluate the quality of policies, plans, systems, standards, and procedures developed and implemented by the Logistics Service.
 - d. To determine compliance with such policies, plans, systems, standards, and procedures by regional, center and field organizations.
 - e. To assess adequacy of field evaluation programs conducted by region/center logistics activities.
 - f. To identify new or improved procedures, methods, and techniques to enhance the performance of the agency's logistics mission or to correct program problems or deficiencies.
 - g. To provide a positive feedback channel for securing regional, center, and field inputs toward increasing the effectiveness and performance of the logistics program in its broad support mission.

8. METHOD OF EVALUATION.

- a. Internal full-scale evaluations will be conducted on a published, regularly scheduled basis, by a team under the direction of the Logistics Evaluation Officer with other members drawn as required on an ad hoc basis from appropriate divisions of the Service and from field logistics activities as available.
- b. Internal evaluations of a limited nature will be performed by a similarly prescribed team to the extent appropriate, and such other membership from within the agency as the particular nature or need of evaluation requires.

9. FREQUENCY OF EVALUATION.

- a. The frequency of internal full-scale evaluations will be subject to such factors as point-in-time, change in emphasis, management needs, etc., hence a realistic frequency rate cannot be determined. However, schedule plans will be published well in advance.
- b. Internal evaluations of a limited nature and external evaluations will be performed as the particular situation requires. In these instances, every effort will be made to provide the activity or function to be evaluated a minimum of two weeks' notice before the date the evaluation commences.

10. SCHEDULING OF EVALUATIONS. Evaluations will be scheduled in such manner as to minimize any adverse effect the presence of the evaluation team may have on the activity or function to be evaluated (i.e., critical time requirements of regional/center personnel who may be involved in evaluation interviews, peak workload periods, following too closely upon an evaluation of a region or center by another Washington office element, etc.). Duration of the evaluation teams visits will be held to that minimum time required to perform its task.

11. REPORTS. In the case of all evaluations conducted under the cognizance of the Logistics Service, the team will prepare a report of its findings and recommendations.

In all cases where a regional or center activity is evaluated; upon completion, a preliminary oral report of the team findings and considered recommendations concerning major items will be discussed with the appropriate regional/center director, or such other local official he may designate, before the team departs. With regard to minor items a written report will be left with the region/center director for appropriate action.

Within three weeks of the completion of an evaluation, the team will jointly prepare and submit to the Director, Logistics Service, a preliminary written draft report of its findings and recommendations.

Upon approval of the preliminary draft report, it will be forwarded to the activity concerned for comment, prior to final issuance.

Activities concerned will be given two weeks to review the draft and submit comments.

Upon receipt of comments, the team will consider them in developing the final report of findings and recommendations. Comments of regions and centers not incorporated in the final report will be fully set forth in the form of an addendum to the final report.

The final report will be due in the office of the Director, Logistics Service, within two weeks of receipt of regional/center comments on the draft report.

Recommendations included in the final report submitted to the Director will include suggested organizations or individuals for implementing those recommendations accepted by him.

Upon completion of the Director's review and approval, the final report will be published and distributed to all concerned.

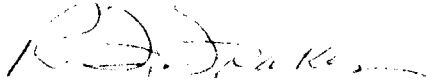
12. IMPLEMENTATION OF RECOMMENDATIONS. Recommendations accepted by the Director of the Logistics Service will be assigned by him for implementation by appropriate logistics organizations and individuals.

The Logistics Service Evaluation Officer will be responsible for disseminating the implementation assignment determined by the Director, and will establish an action plan and schedule with the organization or individual assigned responsibility for implementation.

Action plans and schedules will be submitted to the Director, Logistics Service, for approval.

Once approved, the Logistics Service Evaluation Officer will be responsible for periodically monitoring and reporting to the Director, progress toward completion of the action plans.

13. ANNUAL REPORT. The Logistics Service Evaluation Officer will prepare for the Director, Logistics Service, an annual report to be submitted to AAD-1 during the fourth quarter of each year describing evaluation program accomplishments, and plans for the ensuing fiscal year.



R. F. FRAKES
Director, Logistics Service

